



**Leeds Local Offer – Annual Report**

**1st July 2020 to 30th June 2021**

The Leeds Local Offer website is for those 0-25 with special educational needs and disabilities (SEND) and has been operational since 1 September 2014: <http://www.leedslocaloffer.org.uk>

The Leeds Local Offer is not just a directory of services, it is the unique place where young people with SEND and their families can provide suggestions for improving services and for new services they need. Comments that come in through the website and to llo@leeds.gov.uk drive and influence service improvement.

Leeds City Council must respond to all feedback and comments received about the Local Offer on an annual basis, and outline what actions have been taken in response to the comments received.

**Local Offer Content and Provision**

We value feedback about the site and provision available to children and young people with SEND in Leeds and their families.

Families are able to give their feedback about the Local Offer website by emailing llo@leeds.gov.uk or through the feedback link on the Local Offer website.

| **You Said** | **Our Response** |
| --- | --- |
| It is not clear where to find informaiton about dyslexia on the Leeds Local Offer  | We have created a ‘dyslexia’ section under health on the Leeds Local Offer website<https://leedslocaloffer.org.uk/#!/search/list?query=Dyslexia&exact=1>  |
| The website is difficult to navigate and information isn’t clear  | As part of the Leeds Local Offer website redesign the sections / areas of the website were agreed with children, young people and families. Every service on the website have been asked to provide a summary of information about their service and clear contact details, 75% of services have now provided this information and we are continuing to update the summary information.  |
| Why do you promote services on the Leeds Local Offer facebook group and website that are not supported by all families? | A disclaimer has been added to the Leeds Local Offer facebook group and website about services that feature. The website services that are supported by Leeds City Council and Health are highlighted with a blue shield. Disclaimer: The Leeds Local Offer is about providing families with information to make informed choices about services they chose to use. Services that are supported by Leeds City Council and Health are highlighted with a blue badge   |
| It would be really useful if families were given leaflets about the Leeds Local Offer at the point of diagnosis  | As part of the redesign a number of leaflets have been developed to promote the Leeds Local Offer website, these have been shared with colleagues across Education, Health and Social Care and are available here <https://tinyurl.com/LLOFlyers>  |
| Information about the disability register needs to be shared with families  | The disability register is now promoted on the reverse of the Leeds Local Offer postcard. The disability register is also on the front page of the Leeds Local Offer website |
| Information for early years children is not clear  | As part of the Leeds Local Offer website redesign an Early Years section / area has been developed (<https://leedslocaloffer.org.uk/#!/directory/33327/33433/33431>)Within the summary information about services, we highlight the target age range and disability so families know if they are eligiable to access the service  |
| There needs to be a clear section about fun things to do on the website  | The short breaks and fun activities section on the website has been redesigned so it is more about ‘things to do’In the young people’s section of the website we have added a section called ‘things to do’ which includes social groups, fun activities and sports that are avialable  |
| As parents we would like to know about accessible venues in Leeds | We have added an ‘accessible venues’ section under things to do on the website and also put a call out to famlies and services to let us know about accessible venues. We will continue to add information about services to this area of the website (<https://leedslocaloffer.org.uk/#!/search/list?query=Accessible_Venues&exact=1>)  |
| Need to have clear contact information for services on the Leeds Local Offer website  | Every service on the website has been asked to provide a summary of information about their service and clear contact details, 75% of services have now provided this information. We are continuing to update the summary information so that it is available for 100% of services on the website |
| Cannot find information about supporting a child with fetal alcohol spectrum disorders (FASD)  | We have now created a FASD section under Health on the Leeds Local Offer. <https://leedslocaloffer.org.uk/#!/search/list?query=Foetal_alcohol_syndrome&exact=1>  |
| Cannot find information about assistance dogs on the Leeds Local Offer website | We have now added information about assistance dogs under the autism / aspergers, ADHD & visual impairment sections on the Leeds Local Offer |
| One Adoption is not listed on the Leeds Local Offer | We have since added the details for One Adoption on to the Leeds Local Offer website  |
| The ‘Dance, Music and Theatre’ section to be edited to include visual art and/or Arts as there isn’t an obvious place to look for information about visual art projects.  | We have now changed this section to include visual arts, the new title is ‘Dance, Music, Theatre & Arts’ |
| Services not appearing under the right sections | If a service does not appear in the right section we are able to amend the tags / location of the service. Once highlighted we make the change instantly |
| It is not clear which schools in Leeds have resourced partnerships and specialist partnerships  | Under the specialist schools section we now have separated the schools information out into the following sections * Specialist schools
* Specialist partnership schools
* Resourced partnerships
* Specialist out of area schools
 |

Services across Leeds are encouraged and supported to seek the views of children, young people, parents and carers to enable them to continually review and develop their services.

On the Leeds Local Offer website we have a section for the voice and influence of young people (SEND Youth Forum) and also the voice and influence of parents and carers, each of these sections includes information about live consultations and also feedback on what has happened with the feedback they have given.

Children and young people

* 42 young people completed the ‘Your Experience of the Coronavirus Lockdown’ online survey in August 2020. The survey findings were presented to the SEND Partnership Board by students from Leeds specialist schools in November 2020 as part of national takeover challenge
* 9 young people fed into the redesign of the Leeds Local Offer website in September / October 2020
* 8 young people from Rainbow House were involved in the interviews of new staff in October 2020
* Scope engaged with 12 young people March to September 2020 to help plan future short breaks
* 10 young people aged 11 to 18 years old completed the Make Your Mark ballot in November 2020, their responses fed into the national response to influence the campaign for Members of Youth Parliament
* The Leeds SEND Youth Forum was launched in December 2020, there are 25 members (11 to 25 years old) who receive regular voice and influence opportunities. One young person designed the Leeds SEND Youth Forum logo
* 5 members of the Leeds SEND Youth Forum user tested the Leeds Local Offer website in March 2021, their feedback influenced the final amends to the website before the relaunch in April 2021
* 2 members of the Leeds SEND Youth Forum attended the SENDIASS Leaflets zoom session in March 2021, their feedback influenced the design and information on the leaflets
* SENDIASS consulted with 22 young people about the design of the young people’s section of their website in March 2021
* MindMate redesigned their ‘characters’ in April 2021, 6 members of the Leeds SEND Youth Forum fed into the city wide consultation and gave their views on the characters
* As part of the Leeds Local Offer Information and Consultation Month in March 2021, 2 young people gave their views about short breaks and fun activities in Leeds via an online survey
* In February / March 2021 HealthWatch received 65 responses from young people about their experiences of shielding during the pandemic via an online survey. The responses received were fedback to decision makers to influence how services are delivered
* 2 members of the Leeds SEND Youth Forum attended the SEND and Inclusion Strategy focus group (on zoom) in June 2021 to give their feedback on the aims, priorities and themes within the revised strategy, these young people will be helping to produce an easy read version.

Live Consultations for children and young people with SEND can be found at: <https://leedslocaloffer.org.uk/#!/search/list?query=YouthForumConsultations&exact=1>

Feedback from consultations that have taken place can be found at: <https://leedslocaloffer.org.uk/#!/search/list?query=YouthForumConsultationFeedback&exact=1>

Parents and carers

* The Leeds Local Offer facebook group for parents and carers was launched in December 2020, the facebook page is a way to share information and consultation opportunities with families directly. The facebook group has 190 members
* 14 parents were involved in the user testing of the revised SEND pages on the leeds.gov.uk website in August 2020
* 63 parents / carers completed the ‘Your Experience of the Coronavirus Lockdown’ online survey in August 2020. The survey findings were presented to the SEND Partnership Board by students from Leeds specialist schools in November 2020 as part of national takeover challenge
* 83 parents / carers fed into the redesign of the Leeds Local Offer website in September / October 2020
* Scope consulted with 30 parents / carers from March to September 2020 about what support is required to welcome children back to short breaks and fun activities post COVID 19
* EPIC Leeds and the Voice and Influence Team have worked together to host monthly parent and carers question and answer sessions, giving parents the opportunity to find out about SEND services in Leeds. All sessions are available on the Leeds Local Offer (<https://tinyurl.com/PCFQA>)
	+ SEND Education – 125 views
	+ SENDIASS – 36 views
	+ Short Breaks – 100 views
	+ Health Transitions – 15 views
	+ Independent Travel Training – 27 views
	+ Voice and Influence – 5 views
	+ Preparing for Adulthood – 5 views
* SENDIASS conducted a facebook poll to determine their webinar topics in December 2020, 11 parents / carers completed the poll and their feedback has influenced webinar topics planned for the future
* 6 parents / carers user tested the Leeds Local Offer website in March 2021, their feedback influenced the final amends to the website before the relaunch in April 2021
* In February 2021, 19 parents fedback to SENDIASS to influence the content on the parents section of their website
* As part of the Leeds Local Offer Information and Consultation Month in March 2021, 5 services asked for parents and carers to complete online surveys. Each of the services have produced a ‘you said we did’ for families following the consultation, and these can be found at <https://tinyurl.com/LLOYouSaidWeDid>
	+ 3 parents fedback to People Matters about the support required to access their services after the pandemic
	+ 2 parents gave their feedback on the SENDIASS service in Leeds
	+ 7 parents fedback about how Leeds can further develop their short breaks offer
	+ 7 parents gave feedback on the Children’s Speech and Language Therapy Service in Leeds
	+ 2 parents provided The William Merritt centre with feedback on how the service can support individuals with sensory difficulties
* In June 2021, 28 parents and carers completed an online survey and 5 attended an online zoom focus group to feedback how schools support families to be involved in their child’s plans

Live Consultations for parents and carers can be found at: <https://leedslocaloffer.org.uk/#!/search/list?query=LiveConsultations&exact=1>

Feedback from consultations that have taken place can be found at: <https://leedslocaloffer.org.uk/#!/search/list?query=ConsultationFeedback&exact=1>

****

**Information, Advice and Support for Professionals working with families with children with SEND**

Over the last 12 months 231 professionals working with families with children with SEND in Leeds. Being part of the network professionals receive a bi-monthly ebulletin with updates about services, voice and influence opportunities and resources / training available.

In May 2021; 21 professionals on the Leeds Local Offer Network and SENCOs in Leeds Schools completed an online survey to feedback about how we can further support them in;

* Using the Leeds Local Offer to support families
* Enabling children, young people, parents and carers to have a voice and influence in service review and development

Of the 21 professionals who responded, 20 had heard of the Leeds Local Offer and 16 had used it to find information about services to support families they are working with.

10 services have consulted with children and young people in the last 12 months and 13 services have consulted with parents and carers in the last 12 months.

The feedback provided influences the priorities of the Local Offer and SEND Voice and Influence Coordinator, to ensure the service provided meets the needs of professionals working with families who have children with special educational needs and disabilities.

The full report can be found at <https://leedslocaloffer.org.uk/#!/model/page/service/33678>

**Accessibility of information on the Local Offer**

In the report period from the 1st July 2020 to the 30th June 2021 the Leeds Local Offer website had 15,027 unique visitors; unique visitors are the number of visitors to a website in a single reporting period. The number of people viewing the Leeds Local Offer website has increased by 10,981 from the previous year, when there were 4,046 unique visitors. This is a 271% increase.

The accessibility of information on the Leeds Local Offer was part of the 2020 review and development of the website.

The Leeds Local Offer publicity material was reviewed and redesigned for the April 2021 relaunch. All publicity material is available to download from the Leeds Local Offer website and hard copies can be requested.

* Twitter Post: <https://leedslocaloffer.org.uk/#!/model/page/service/33623>
* Facebook Post: <https://leedslocaloffer.org.uk/#!/model/page/service/33624>
* Postcard: <https://leedslocaloffer.org.uk/#!/model/page/service/33558>
* Flyer: <https://leedslocaloffer.org.uk/#!/model/page/service/33559>
* Information sheet for families: <https://leedslocaloffer.org.uk/#!/model/page/service/33560>

For families without access to the internet we encourage them to use computers at their local library or community hub, or speak to their school SENCo.

Schools and services provide a direct web link to the Leeds Local Offer from their individual webpages, promoting the Leeds Local Offer to families.

The accessibility statement on the Leeds Local Offer website was updated in February 2021 (<https://leedslocaloffer.org.uk/#!/model/page/29/32954>).

**Reviewing and developing the Local Offer**

The Leeds Local Offer is not just a directory of services, it is the unique place where young people with special educational needs and disabilities (SEND) and their families can provide suggestions for improving services and for new services they need. Comments that come in through the website and to llo@leeds.gov.uk can drive and influence service improvement.

The SEND Ofsted Inspection in 2016 highlighted

* Only a few of the parents to whom inspectors spoke were aware of the local offer. Those who know about the web-based information are involved in working with the local area to improve the website. Records show that very few parents use the independent advice and support service. Parents describe both feeling isolated and benefiting from the support networks created by schools and settings.
* Nearly all of the parents that inspectors spoke to during the inspection did not know of, or use, the Leeds local offer. This means that they miss out on key services or do not know where to get high-quality support. The feedback from a small number of parents in August 2016 is being acted on by leaders. Some parents, through the EPIC (empowering parents, improving choices) parents forum, remain involved in improving the offer.

The Local Authority received £15,000 to develop the Leeds Local Offer website in June 2020 based on the need to develop the website so it meets the needs of the users and to promote the Leeds Local Offer to families and professionals.

To ensure the website meets the needs of all (children, young people, parents, carers and professionals) the decision was taken to split the website into three sections:

* I am a child / young person
* I am a parent / carer
* I am a professional

Three online surveys were developed to enable users to give their feedback and feed into the redesign of the website

* children and young people: 9 responses
* parents and carers: 83 responses
* professionals: 28 responses

Taking all feedback received into consideration a full redesign of the Leeds Local Offer website was undertaken. In March 2021, 5 young people and 6 parents took part in the user testing and their feedback influenced the final amends to the website before the relaunch in April 2021.

The redesign consultation report can be found here: <https://leedslocaloffer.org.uk/#!/model/page/service/33170>

The user testing report can be found here: <https://leedslocaloffer.org.uk/#!/model/page/service/33607>

Children, young people, parents and carers are invited to continually review the Leeds Local Offer website via the website feedback form and also emailing LLO@leeds.gov.uk



**Next Steps**

The priorities for the Local Offer and SEND Voice and Influence Coordinator over the next 12 months are:

* Growing the Leeds SEND Youth Forum to increase membership and opportunities available for young people to have a voice and influence in Leeds
* Continue to develop the Leeds Local Offer website, and promote the Leeds Local Offer to families and professionals
* Continue to build relationships across partners in education, health and social care
* Develop resources and training to support the voice and influence of children, young people, parents and carers
* Continue to work in partnership and support EPIC Leeds to strengthen the voice of parents and carers
* Set up a network for parent / carer support groups to strengthen the voices of parents and carers in Leeds